Military Manager Permissions Guide

Updated May 2026

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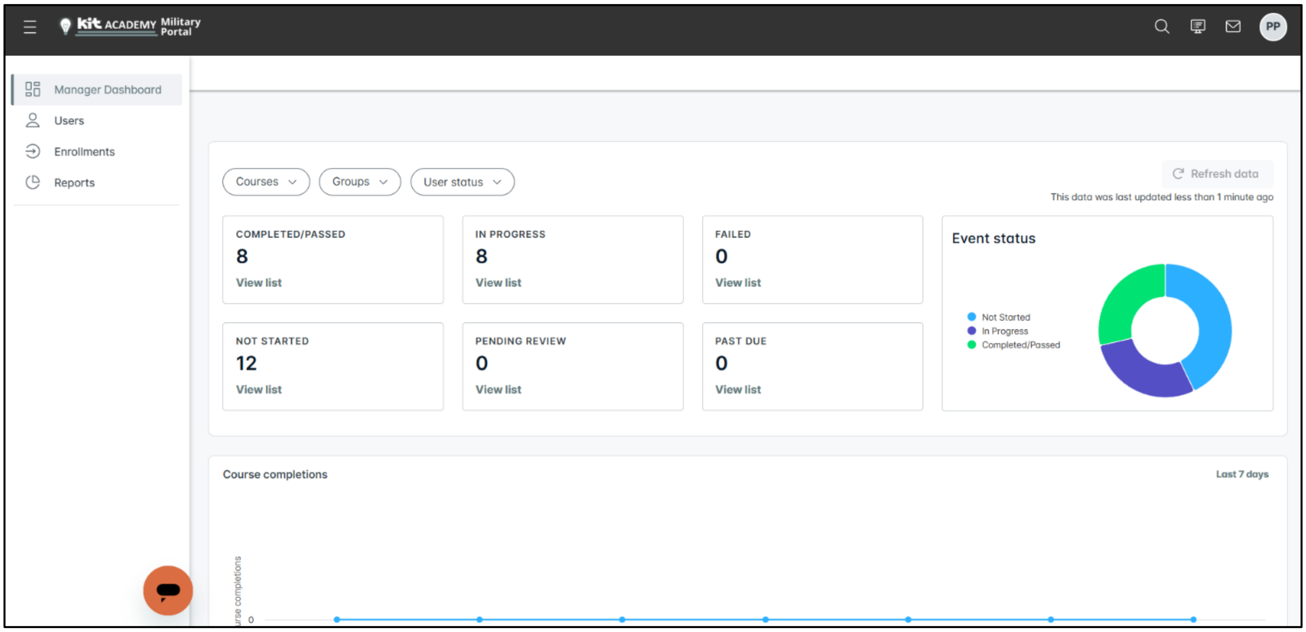
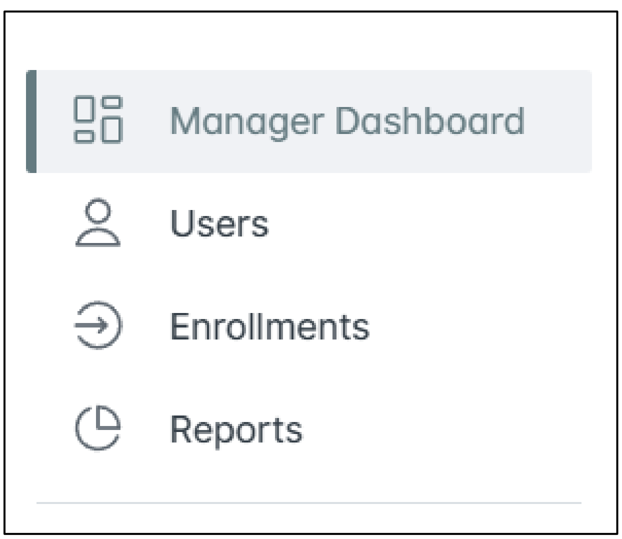
Section 1: Manager Dashboard View

You may notice the dashboard for a manager is different from that of a learner. When you log in as a manager, your screen will default to the **Manager Dashboard** view.



Navigation

On the left-hand side of the page, you will see the primary navigation menu.



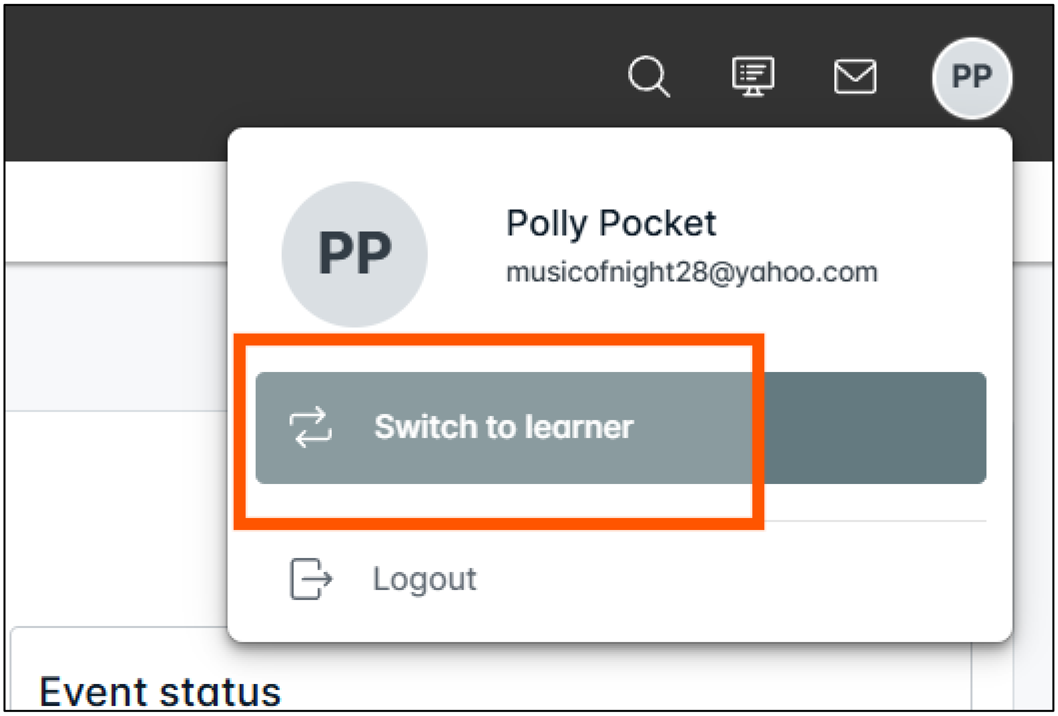
Manager Dashboard: This is the default Manager Dashboard homepage

Users: This page lists all the users that are part of the group you manage. You can create new users from this page and access user accounts.

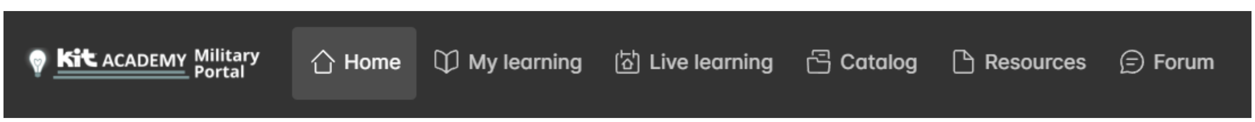
Enrollments: This page allows you to enroll your users in courses.

Reports: This page allows you to access saved reports and run new ones.

To switch to the page where you can see your enrolled and completed courses, you will select the roundel with your initials in the top right, and then select Switch to learner.

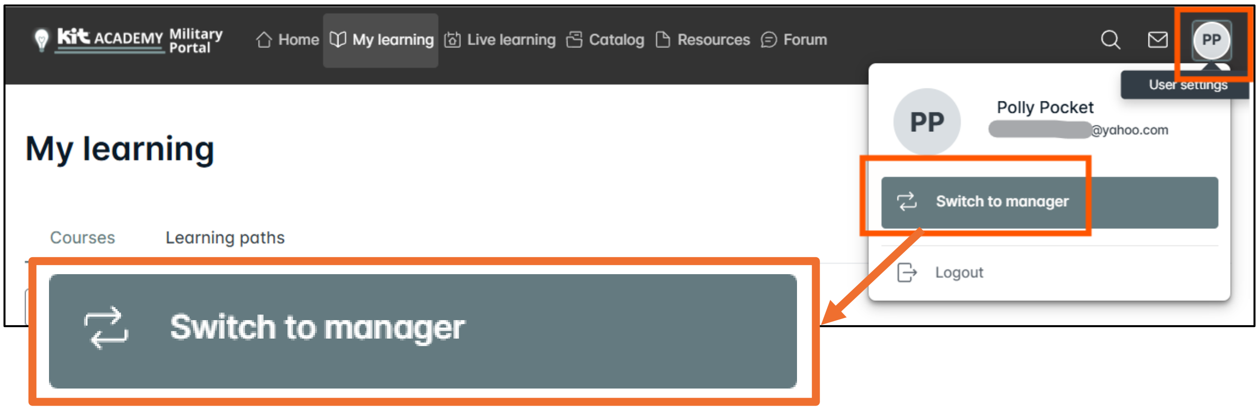


On your learner page, your navigation options will be at the top:



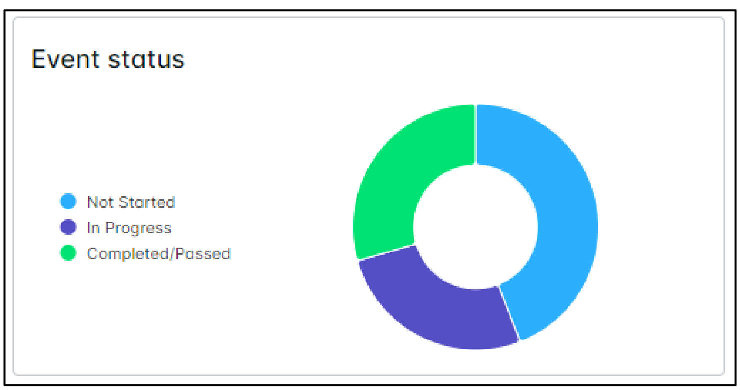
- **Home:** You can see your **Learning in progress** and **Learning not started.**
- **My learning:** Lists all your enrolled, in progress, and completed courses.
- **Live learning:** This feature is not used.
- **Catalog**: This page allows you to browse available courses and enroll yourself.
- **Resources**: This page lists all the downloadable resources like tip sheets, printables, and short microlearning videos.
- **Forum**: If you take a course that includes a user forum, you can access those forums from this page.

To return to your manager dashboard, select the roundel with your initials, and select **Switch to manager**.

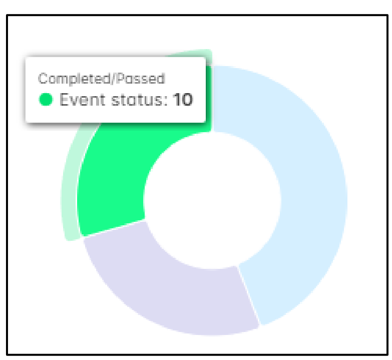


User Data

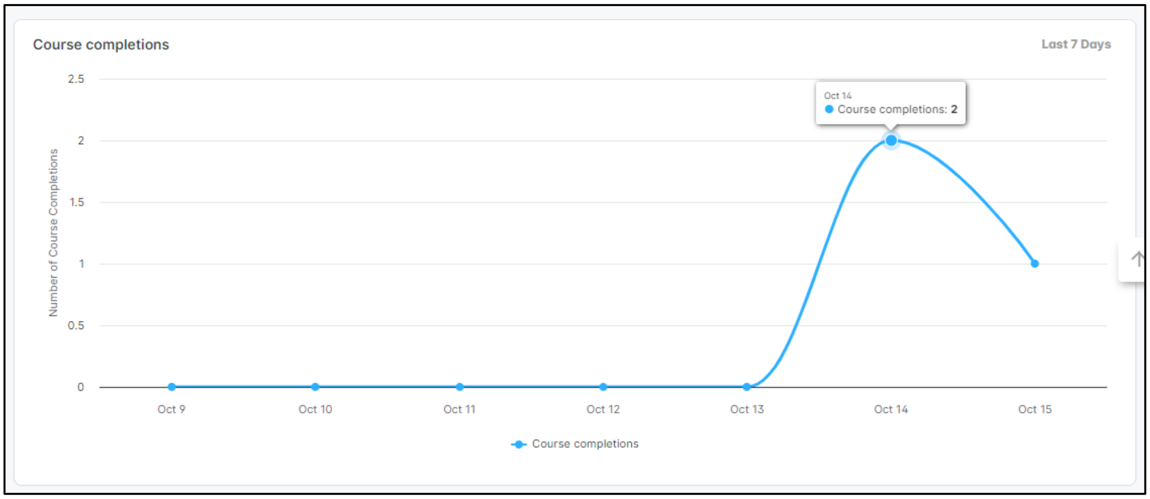
The Manager Dashboard gives you access to helpful user data. You will see a pie chart that helps you visualize user status.



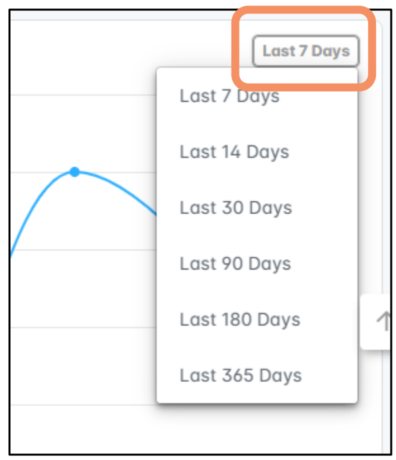
If you hover over a segment of the chart, it will show you the number of users in that status.

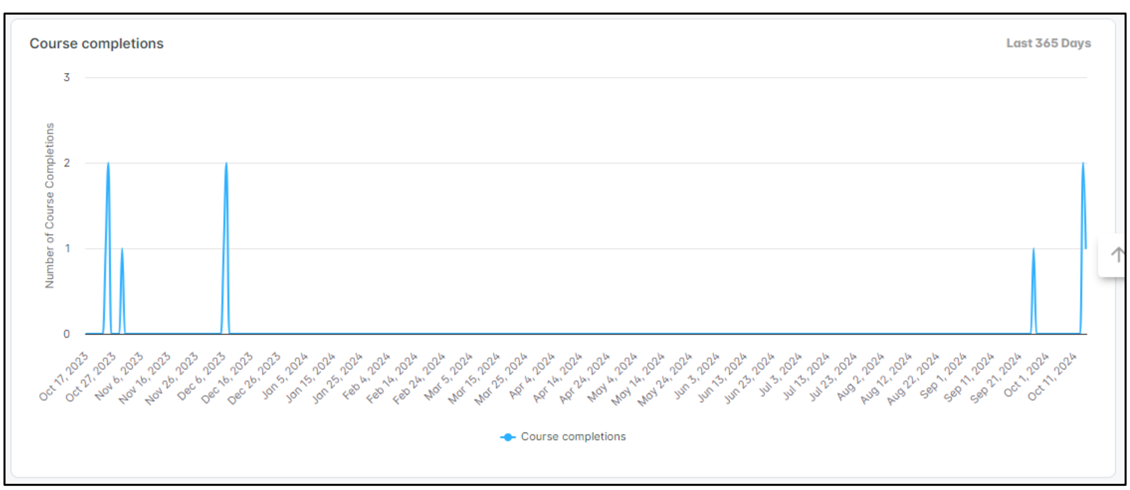


You will also see a bar graph at the bottom of the dashboard that shows you the number of course completions over time for your users. Hovering over a point on the graph will show you the number of course completions.



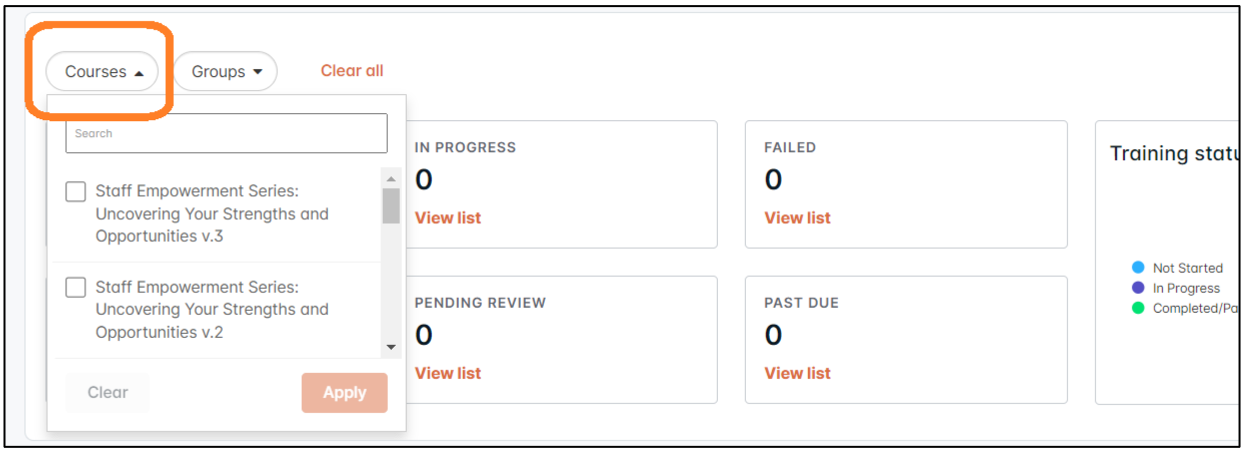
You can change the time period the graph is depicting by selecting **Last 7 Days** in the top right of the graph and select the time period you prefer.





You'll also see six boxes labelled, "Completed/Passed," "In Progress," "Failed," "Not Started," "Pending Review," and "Past Due." The number in the box tells you the number of users in that status.

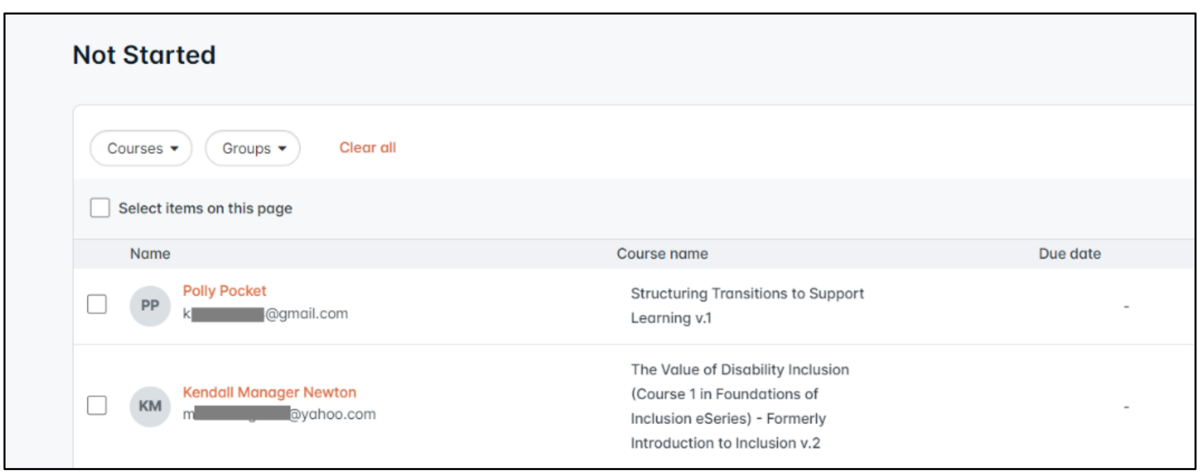
It defaults to showing you all your users across all courses, but if you select **Courses**, you will see a drop down list of courses and you can check the box on one or more courses to see the data only for the users enrolled in that course(s).



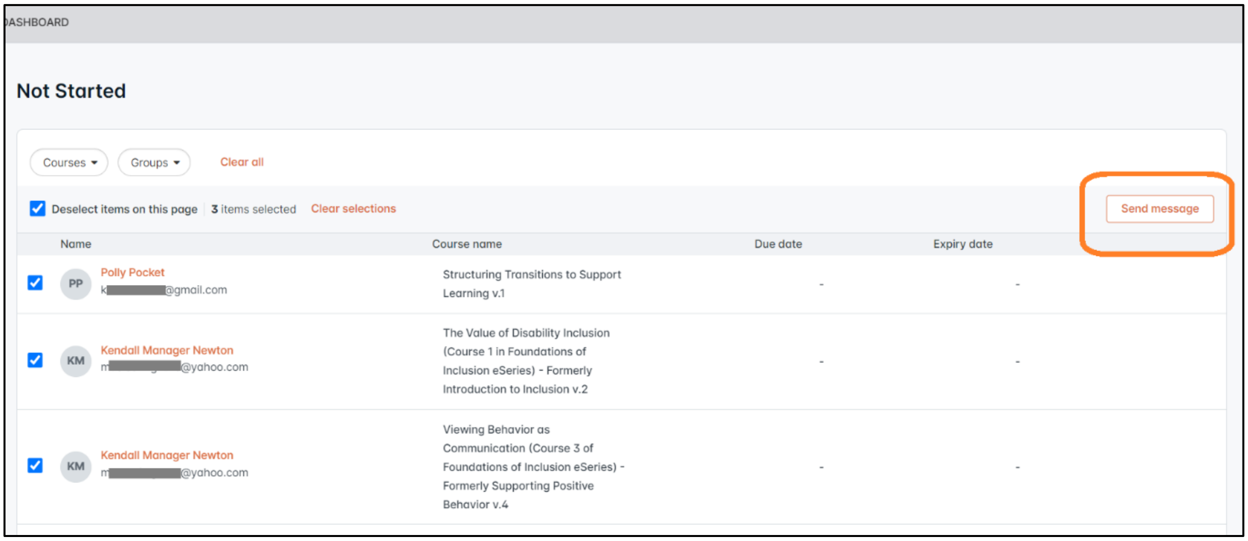
Sending Reminders

You can send reminders or other messages to every user in a certain status, which you can filter further by course and/or group.

1. In any one of the boxes, you can select the **View list** button to see the users in that status. In the example below, you can see the list of users who are in a **Not Started** status and which course it is:

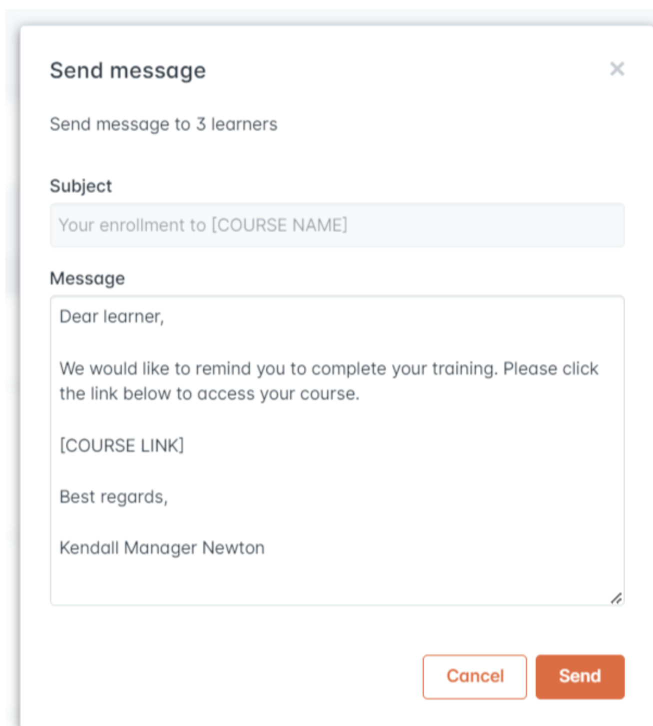


2. You can select the check boxes for specific users or select **Select Items on this Page** to choose everyone on the list.
3. Select the **Send Message** button in the top right.



4. A pop-up window will appear. The Subject line will be set as "Your enrollment to [COURSE NAME]." There is a default message but you can edit it to say whatever you like. You can remind your users of a due date or that they have a required course to take or re-take.

5. Select **Send**.



Section 2: Creating/Transferring Staff Accounts and Resetting Passwords

Groups

In KIT Academy, "groups" is how we organize users so we can manage them as a whole. As a manager, you have permissions over your assigned group, which is your installation. Please note that managers do not have the ability to create a group.

If you would like to remove users from your group, please send in a ticket to KIT Academy Tech Support or email at techsupport@kit.org. Make sure to provide your Branch, Installation, and Name, along with your list of users.

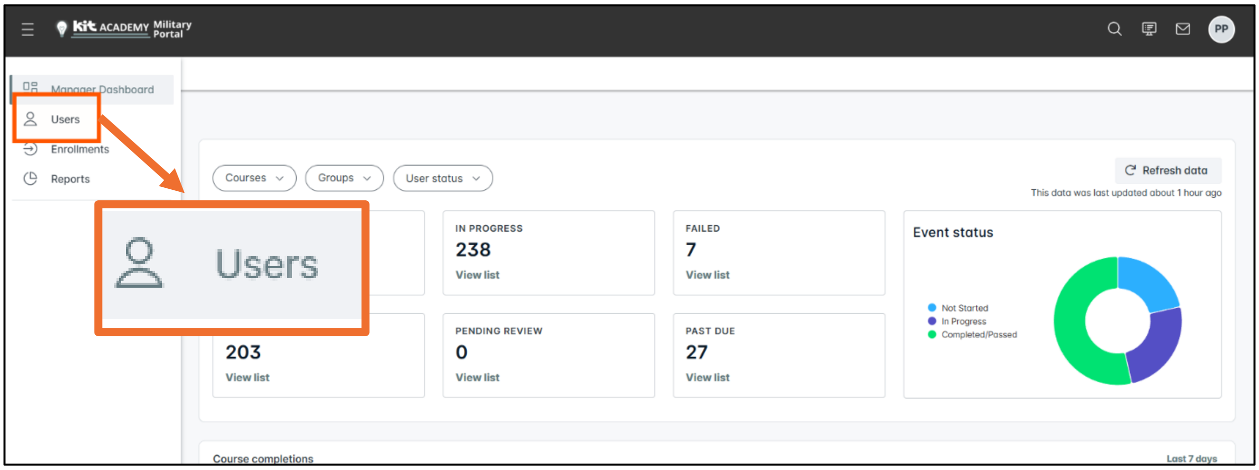
If you manage staff and need to be able to create user accounts and enroll users in courses but do not see your group/installation OR if you have switched groups/installations, please submit a request at KIT Academy Tech Support or email Tech Support at techsupport@kit.org.

User Accounts

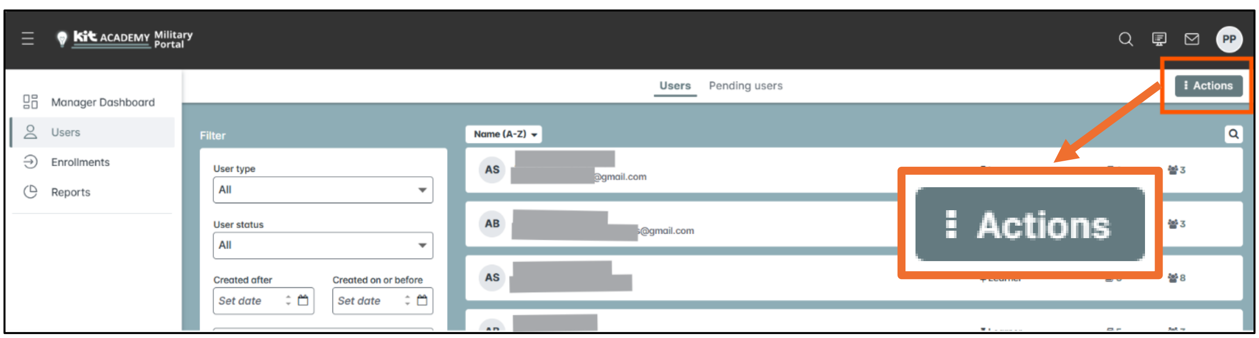
When you get a new staff member, you will need to create a new KIT Academy account for them. If they have transferred from another installation where they had a KIT Academy account, you will need to reassign them to your group/installation.

Creating User Accounts

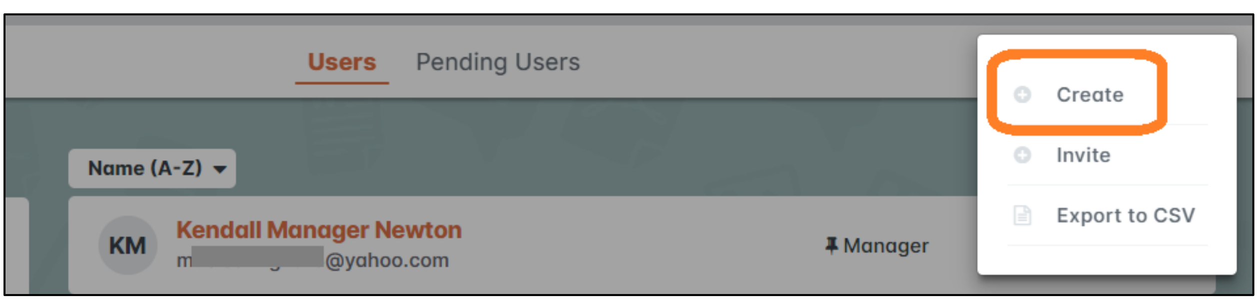
1. Select **Users** from the left menu:



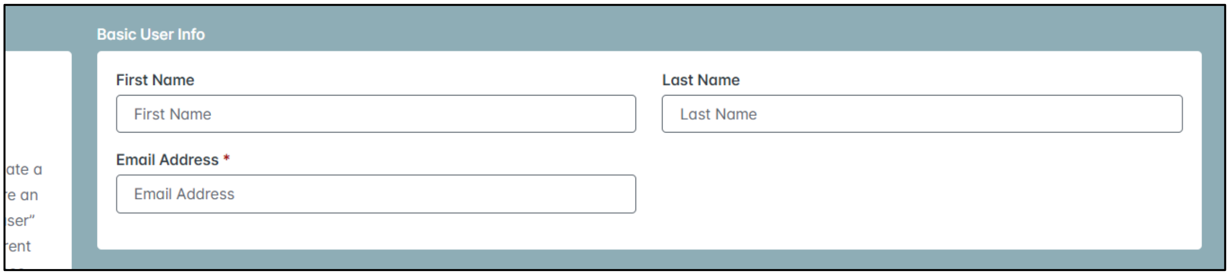
2. Select the **Actions** button in the upper right of the screen:



3. Select **Create** from the dropdown menu.

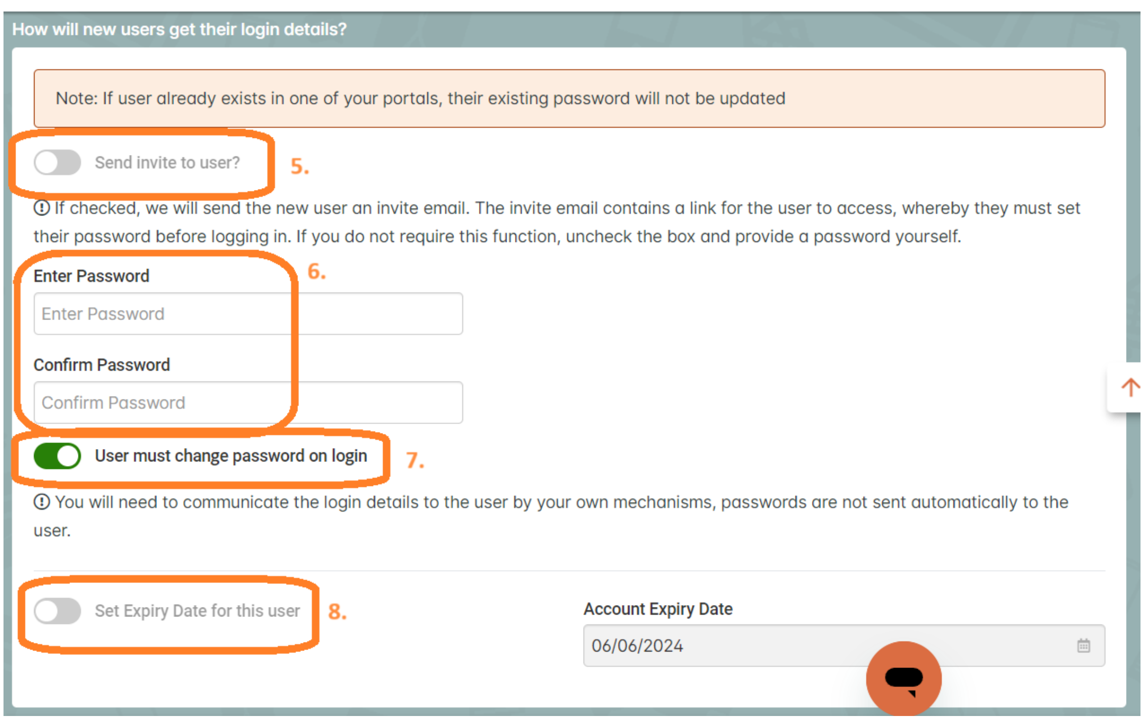


4. Fill in the user's First Name, Last Name, and email address they will use to log in.



5. Toggle OFF **Send invite to user** because invite emails can go in the junk folder or get bounced back.
6. Enter a temporary password. Be sure to write it down to give to your staff member.
7. Toggle ON **User must change password on login**. The user will be prompted to change their temporary password when the log in for the first time.
8. Toggle OFF **Set expiry date for this user**. You can ignore the date that is pre-filled in the **Account Expiry Date** field.

The remaining fields on the screen will be filled in by the user.



9. Select **Save** at the bottom right of the screen.

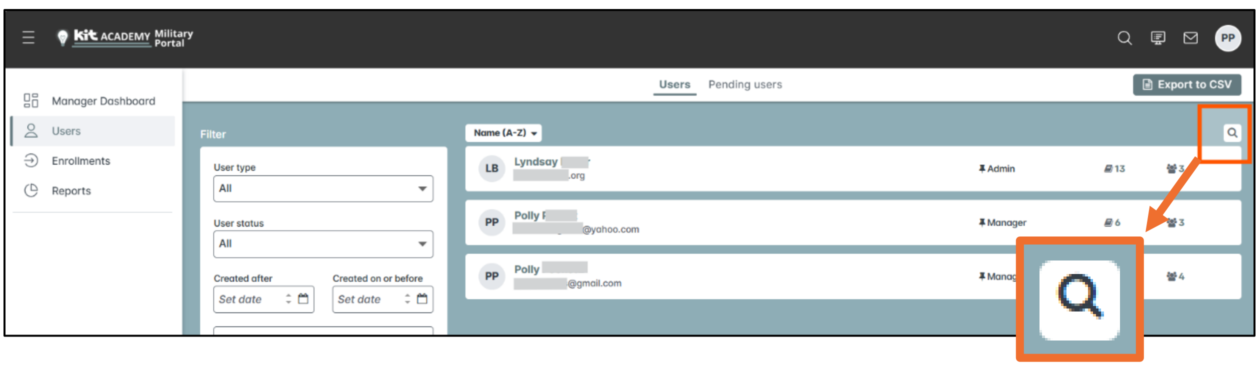
Reset Passwords

If one of your users forgets their password, you can quickly and easily reset it for them. They do not need to submit a request to the tech support desk.

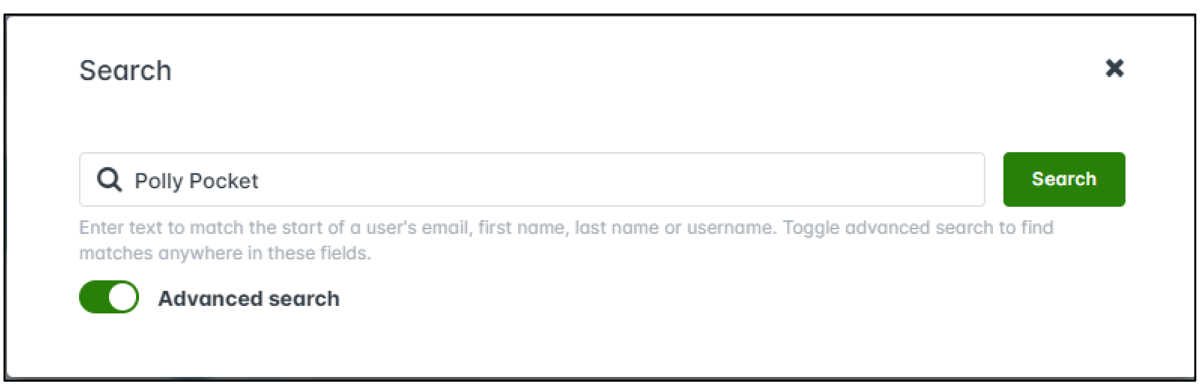
1. You can locate the user's account one of two ways:

   a. Search for the learner/user by name in the top search bar (make sure the **Users** icon is highlighted):

   b. Or you can navigate to the **Users** page and select the magnifying glass on the right.

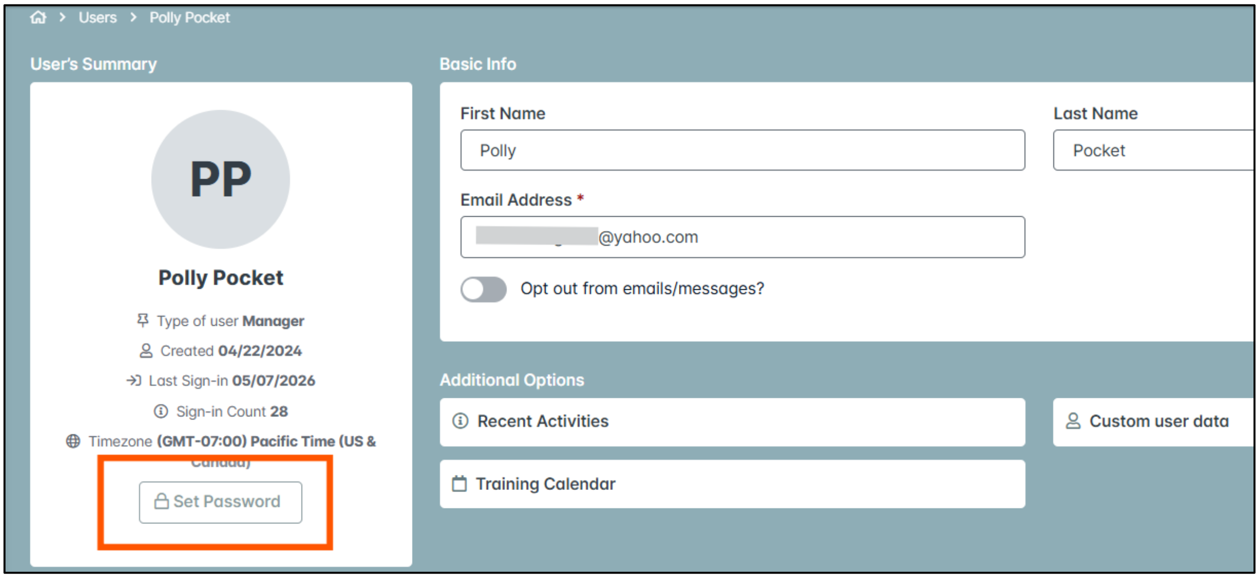


   Enter the email or name and toggle ON **Advanced search.**

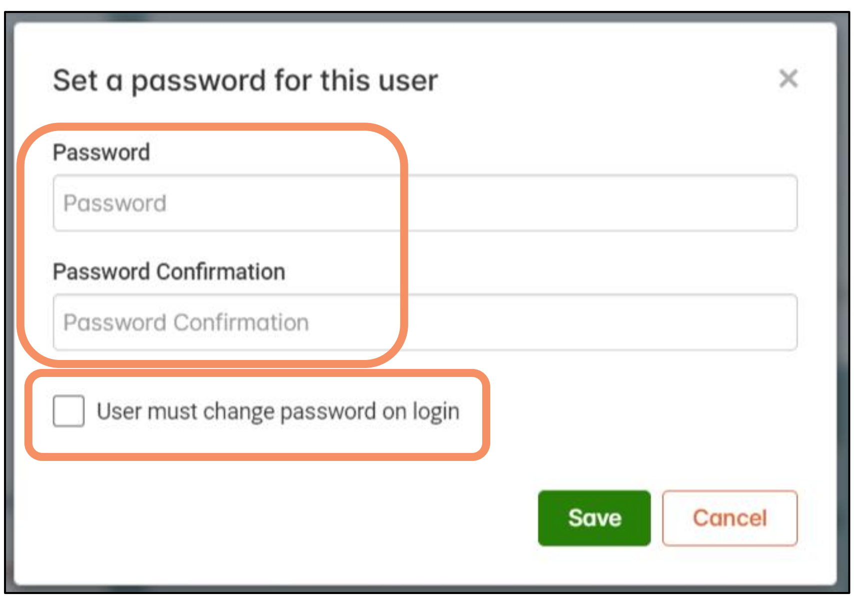


2. Select the learner/user by clicking on their name.

3. In the left panel select **Set Password**



4. A dialog box will pop up. Enter the temporary password two times: **KIT123** (all caps, no spaces. This is what our support desk uses for resetting passwords)
5. Check the box: **User must change password on login**.
6. Select **Save** to finish.



Be sure to reset passwords instead of creating new accounts for users who are struggling to log in. We don't want their course histories to be split between two accounts.

You can change a user's username (email address) by going to their account page and overwriting the email address and saving the changes.

Automated Password Reset

1. Users who cannot log in can use the **Forgot password?** link on the login page.
2. If they have a user account, the application sends a reset link to their email address. The link expires after about an hour. Please check your spam folder.
3. If a user is locked out - for example, after too many password attempts - they can use **Forgot password?** to regain access immediately.

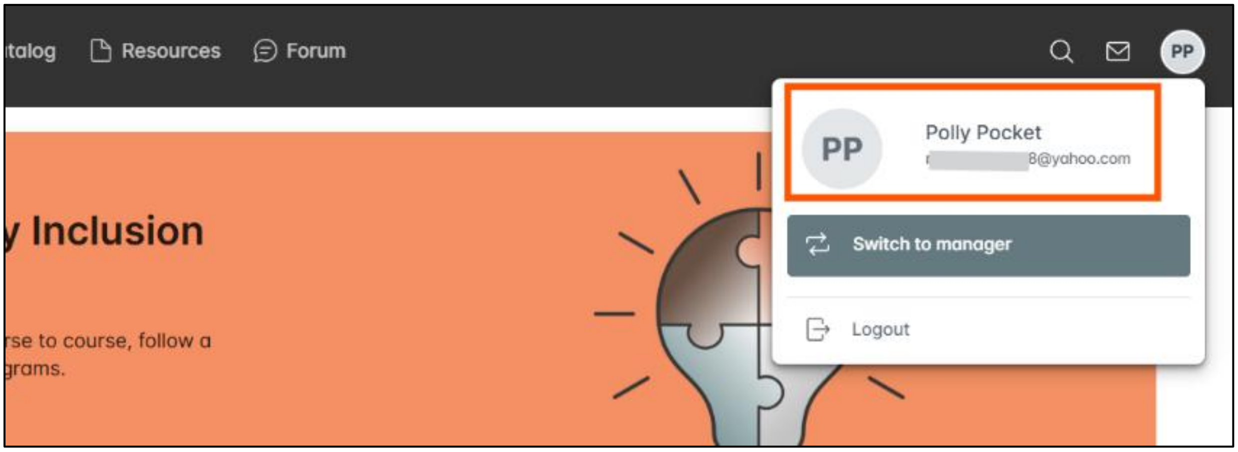
Note: this feature works only for active users. If a user has a pending or inactive status, you will need to help them reset their password and change their status or they will need to submit a request to the support desk: [Submit a Request]

Transferring User Accounts

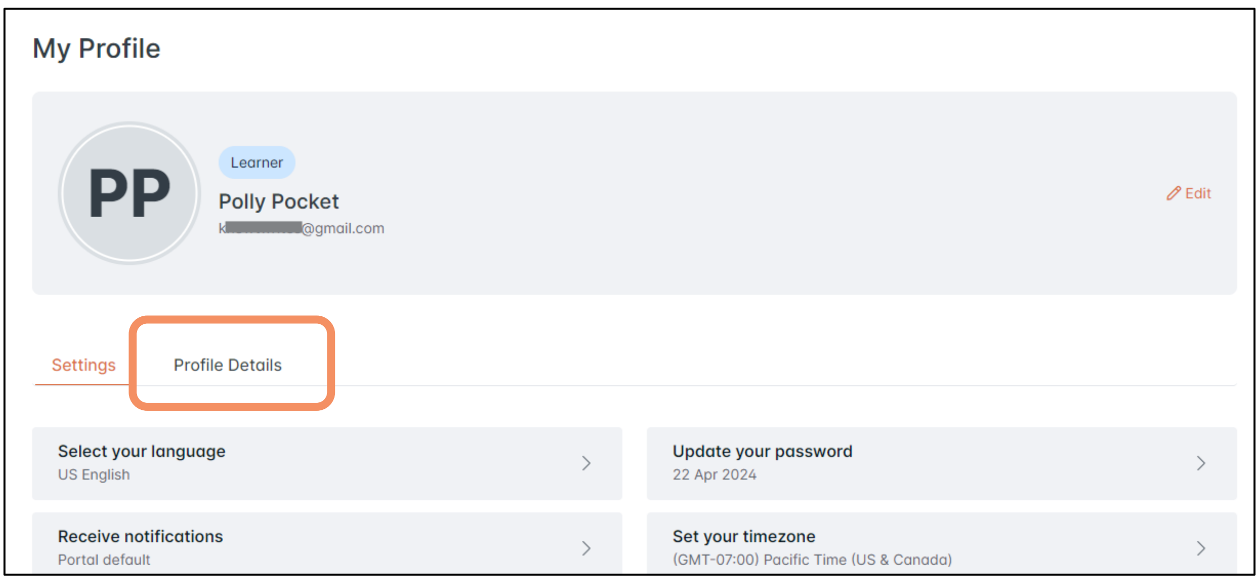
If a staff member transfers from another installation where they previously had a KIT Academy account, they can transfer their own account to their new group/installation by following the instructions below. Alternatively, you can [Submit a Request] to KIT Academy Tech Support or email techsupport@kit.org with the user's username/email address and name of the base to transfer them to.

1. Sign in to KIT Academy.

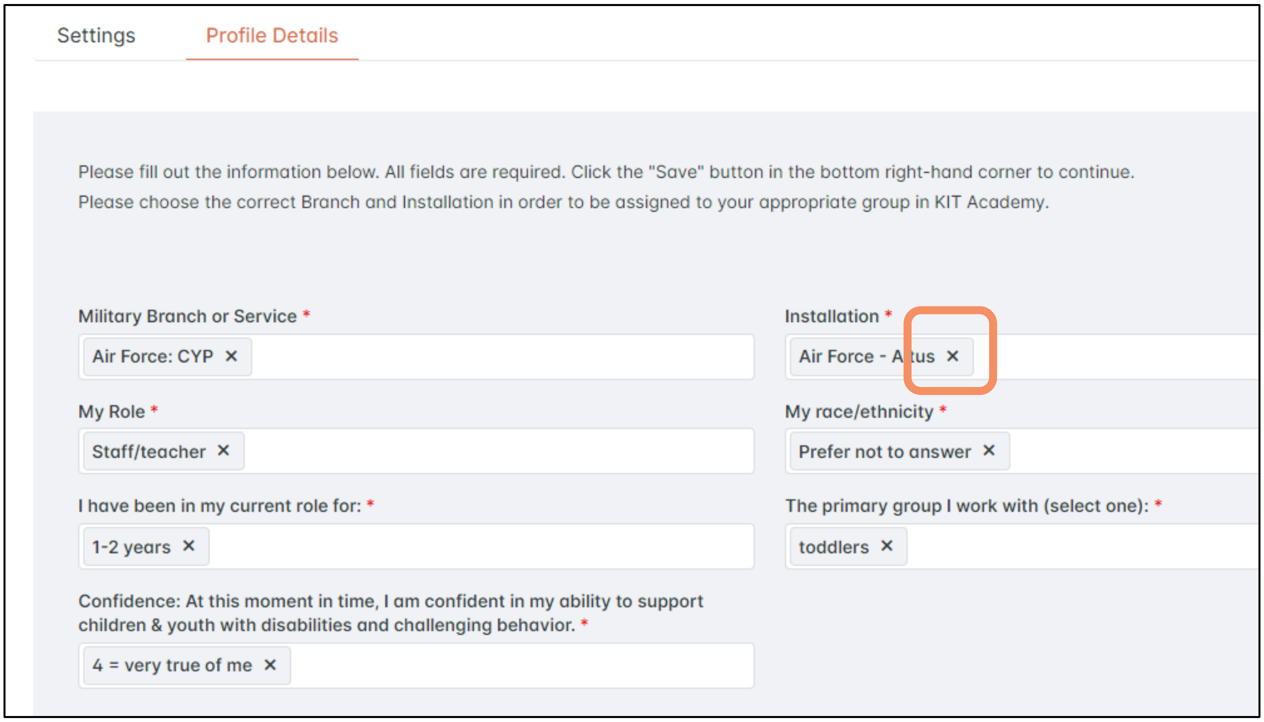
2. From your Dashboard, select the roundel with your initials in the top right corner, then click on your name.



3. Select **Profile Details**.



4. "X" out of the installation you are leaving in the **Installation** field.



5. In the same field, begin typing the name of your new installation. When you see it appear in the dropdown, select it.

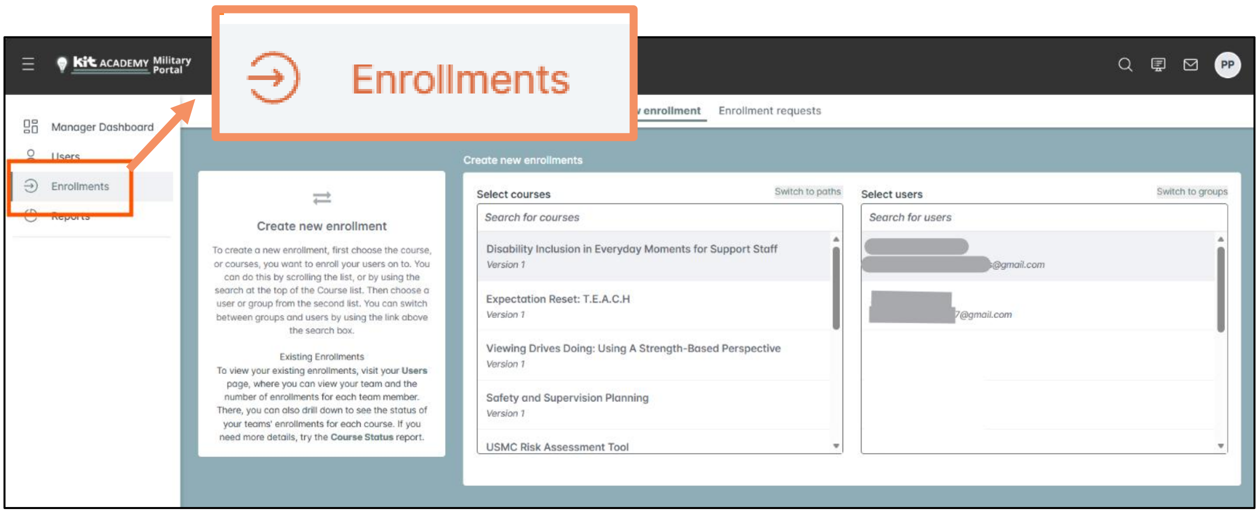
6. Select  at the bottom right of the screen.

Section 3: Enroll/Unenroll Users in Courses

Enrolling Users

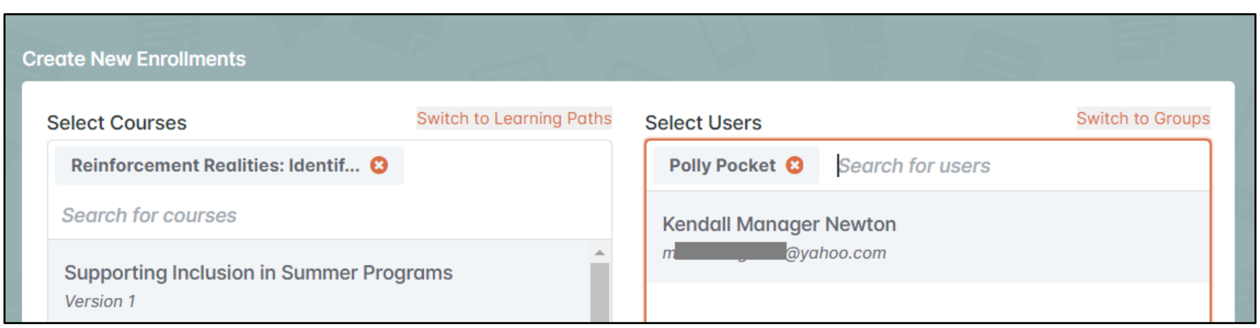
You can enroll the users in your group to courses you'd like them to take.

1. From the lefthand navigation, select **Enrollments**.

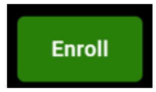


2. Under **Select Courses** start typing the name or part of the name of a course. Select the course or courses that you would like to enroll a user, users, or group into.

3. Under **Select Users** start typing the name of a user (staff) and select the user/s. You can select multiple users. If you'd like to enroll your entire group, you can select **Switch to Groups** in the top right and select your group.



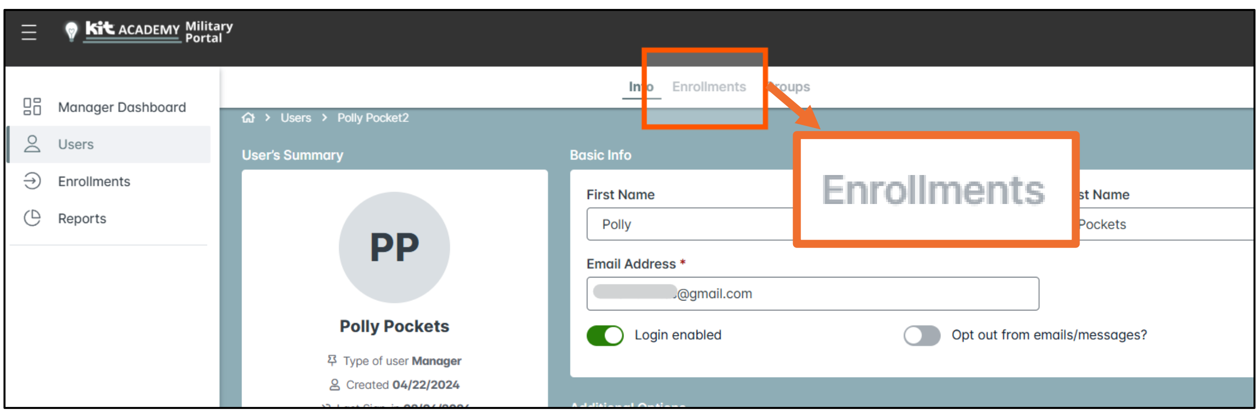
In this example we selected the "Reinforcement Realities: Identify and Apply" course and added Polly Pocket.

4. Select the green **Enroll** button  at the bottom of the page.

Unenrolling Users

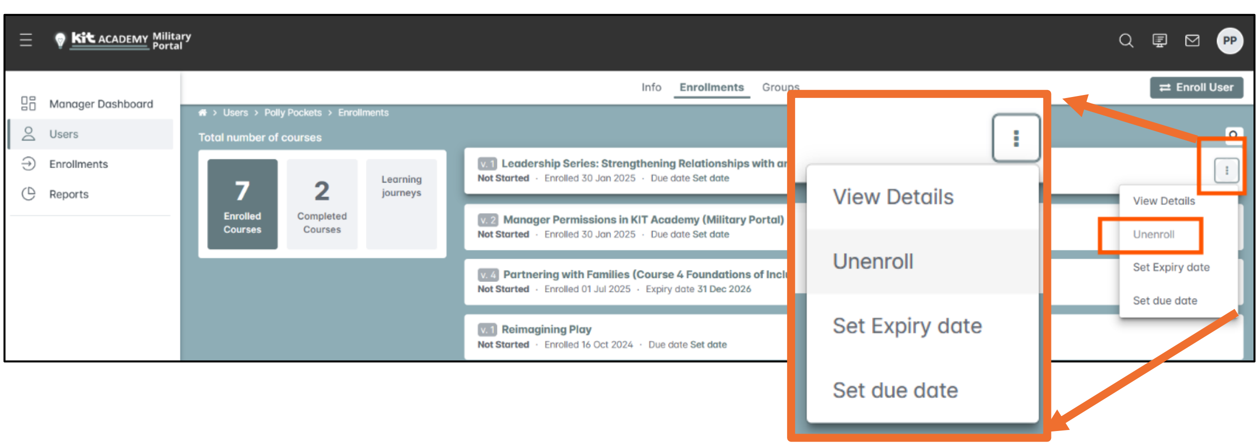
If you no longer want a user to take a course or enrolled them by mistake, you can easily unenroll them.

1. Navigate to the user's profile and select **Enrollments** from the top navigation.

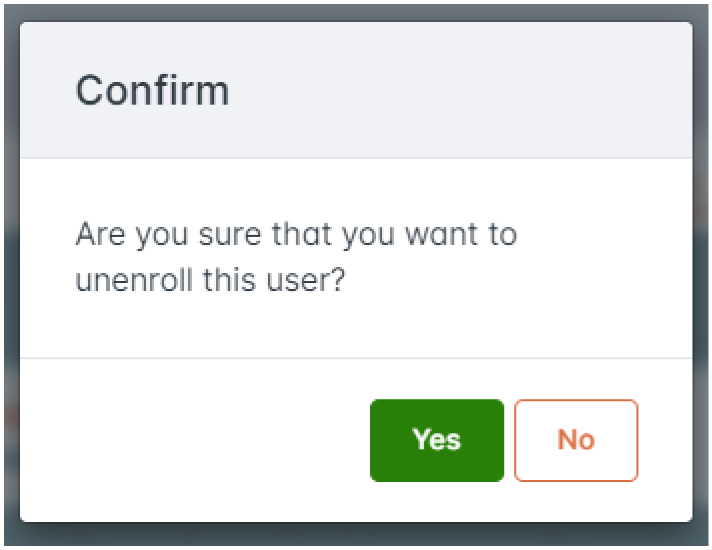


2. From their list of enrolled courses, find the one you want to unenroll them from and hover over that course's bar and three dots will appear on the far right. Select the dots.

3. Select Unenroll from the dropdown menu that appears.



4. A pop-up window will appear to confirm. Select **Yes** to confirm.



Foundations Courses

All KIT military providers take the following courses:

- The Value of Disability Inclusion (Course 1 in Foundations of Inclusion eSeries)
- Respectful Accommodations (Course 2 of Foundations of Inclusion eSeries)
- Viewing Behavior as Communication (Course 3 of Foundations of Inclusion eSeries)
- Partnering with Families (Course 4 Foundations of Inclusion eSeries)

If you are a manager, you have been assigned a group/installation. You can go to **Enrollments,** select **Switch to Groups** and add your entire group into these courses for enrollment.

If you do not see an enrollments page, you may not have the manager permissions that you need. Please submit a support request asking to be upgraded to a manager account: [Support Request]

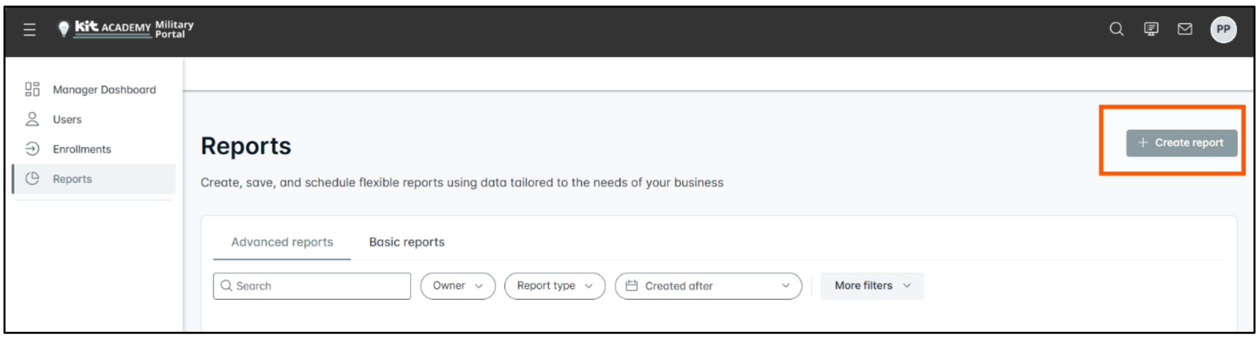
If you see enrollments, but do not see any users, you may not have been assigned to manage your group/installation. Please submit a support request asking to be given manager permissions for your group/installation: [Support Request]

Section 4: Tracking Completion with Reports

As a manager, you can generate reports to monitor your users' activity. Feel free to explore the reports feature to see what kind of information you can learn.

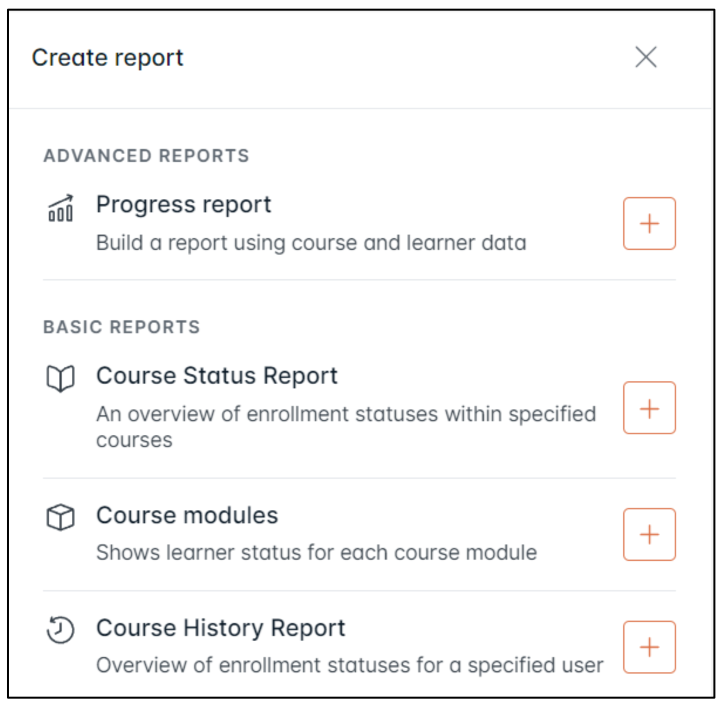
Here is how to generate a report:

1. Select **Reports** from the left-side menu.
2. Select the **Create report** button in the upper right.

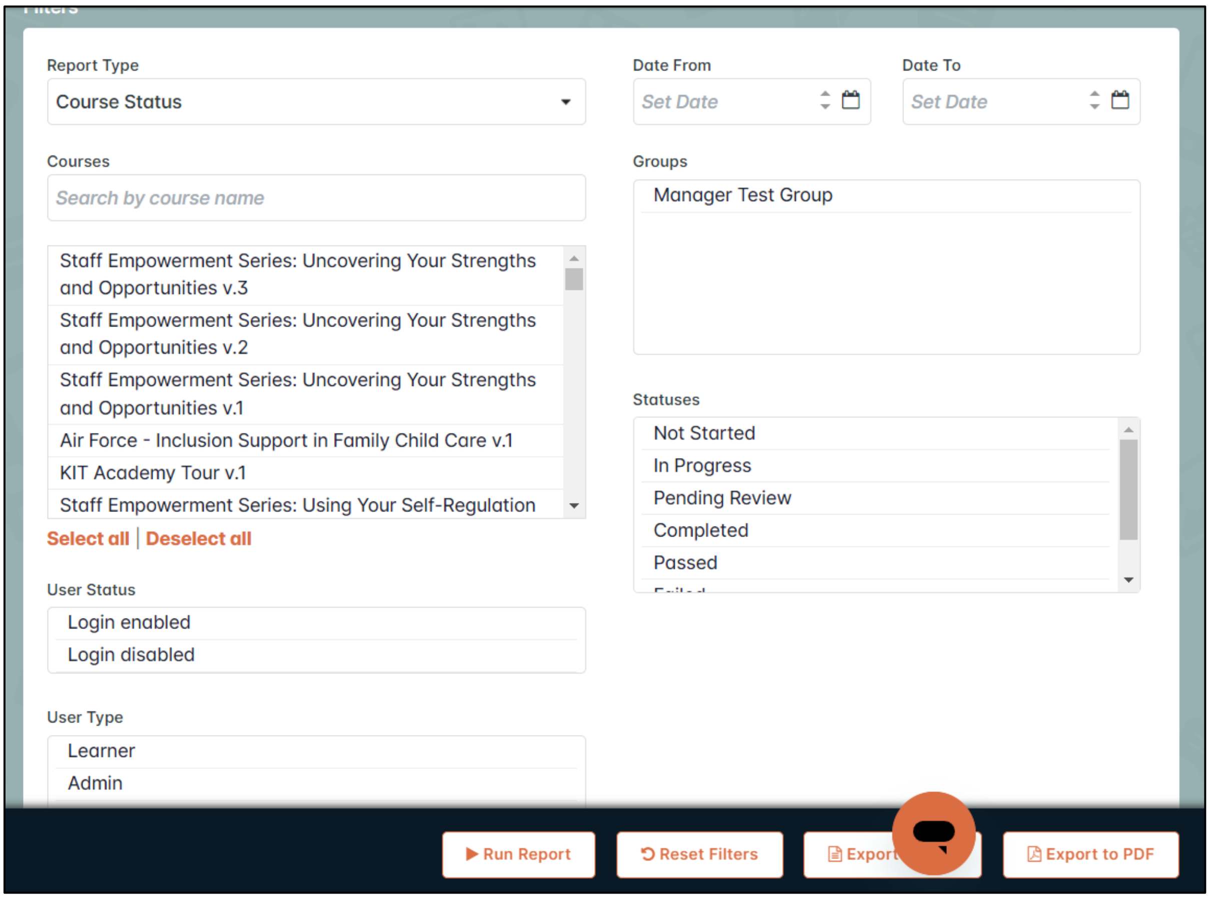


3. A pop-up will appear with options for different kinds of reports. Select the **+** for the type of report you want to generate.

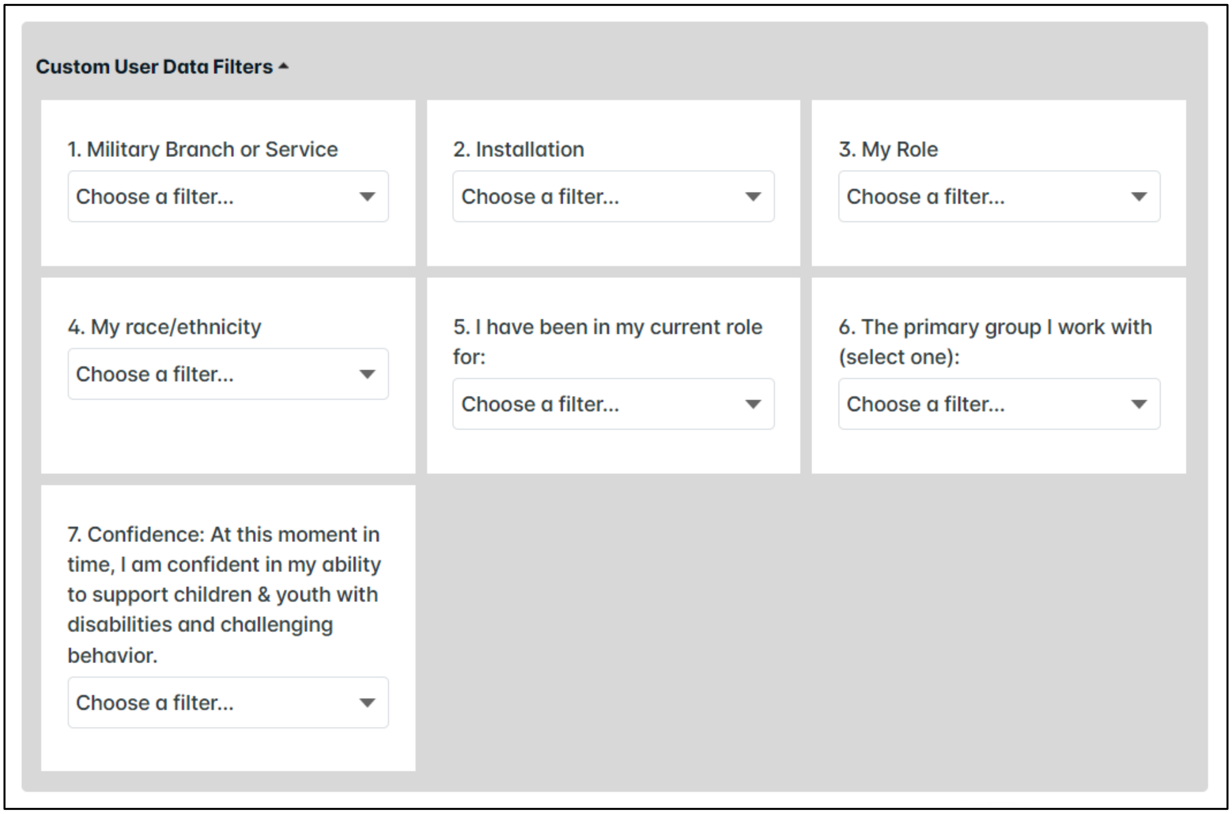
4. For this example, we'll look at a **Course Status Report**. In this report, you can see your users' enrollment statuses in a specific course.



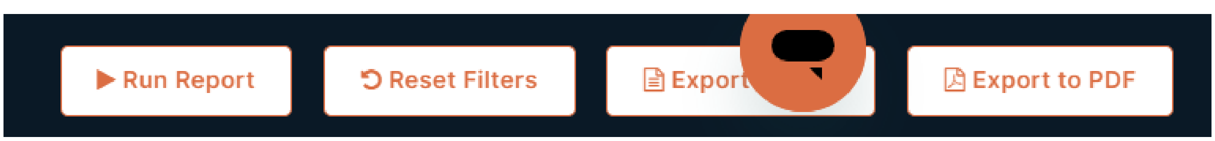
5. In the **Course** field, start typing a course name and then select the course.
    - Please note that if you see 'v. 1' or 'v. 2' etc. next to a course name, you probably want to pick the highest number because it represents the most recent version of the course.
6. Fill in the optional fields such as date range, group, status, user type, etc.
7. Choose a date range if needed.



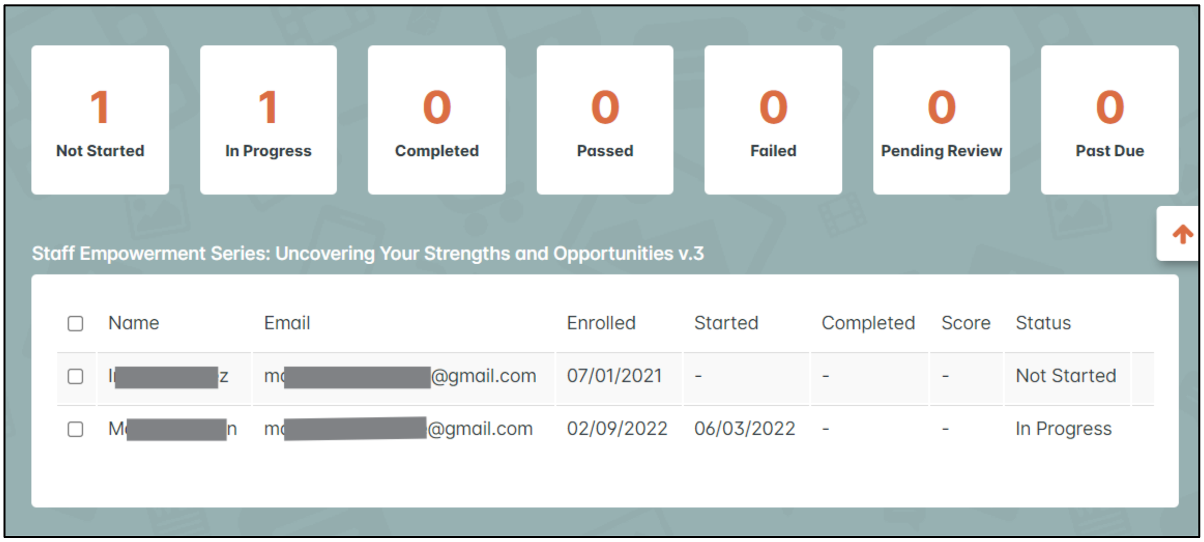
8. Further down the page you will find **Custom User Data Filters** where you can filter by those fields as well:



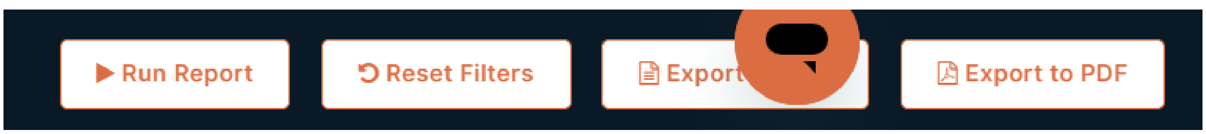
9. Once you've chosen all your filters, you can select **Run Report** and your data will appear at the bottom of the page.



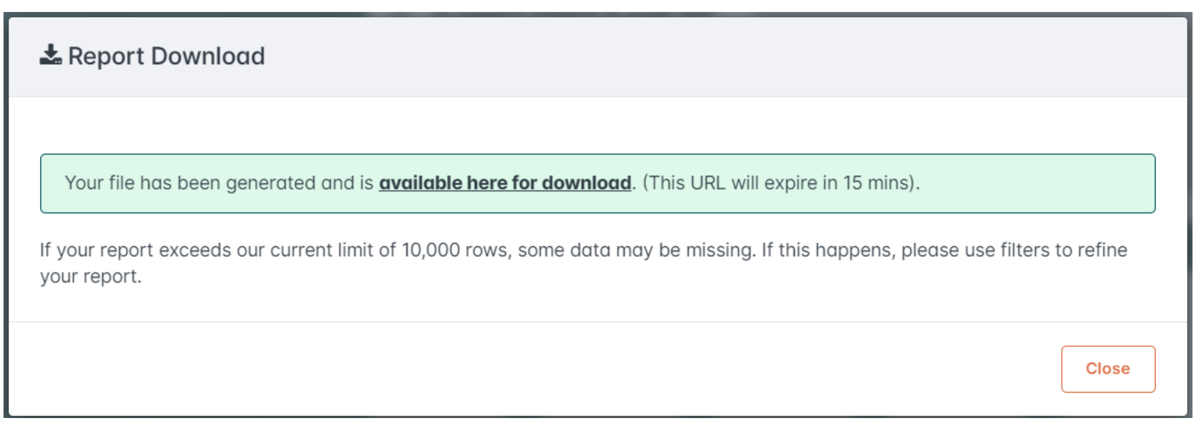
If you choose **Run Report**, the report will look something like this:



10. Alternatively, you can select **Export to CSV** or **Export to PDF** if you'd like to download the report.



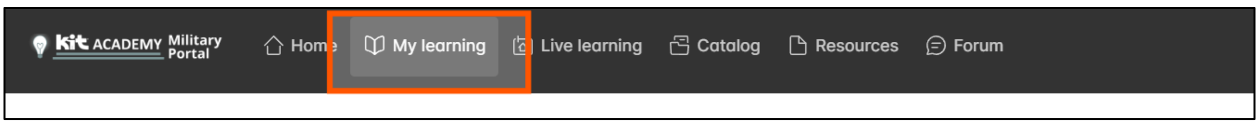
11. A pop-up will appear with an **available here for download** link. Select the link and the document will download to your computer. You will be able to find it in your download folder.



Section 5: Printing a Course Certificate & Downloading the Training History

Printing a Course Certificate

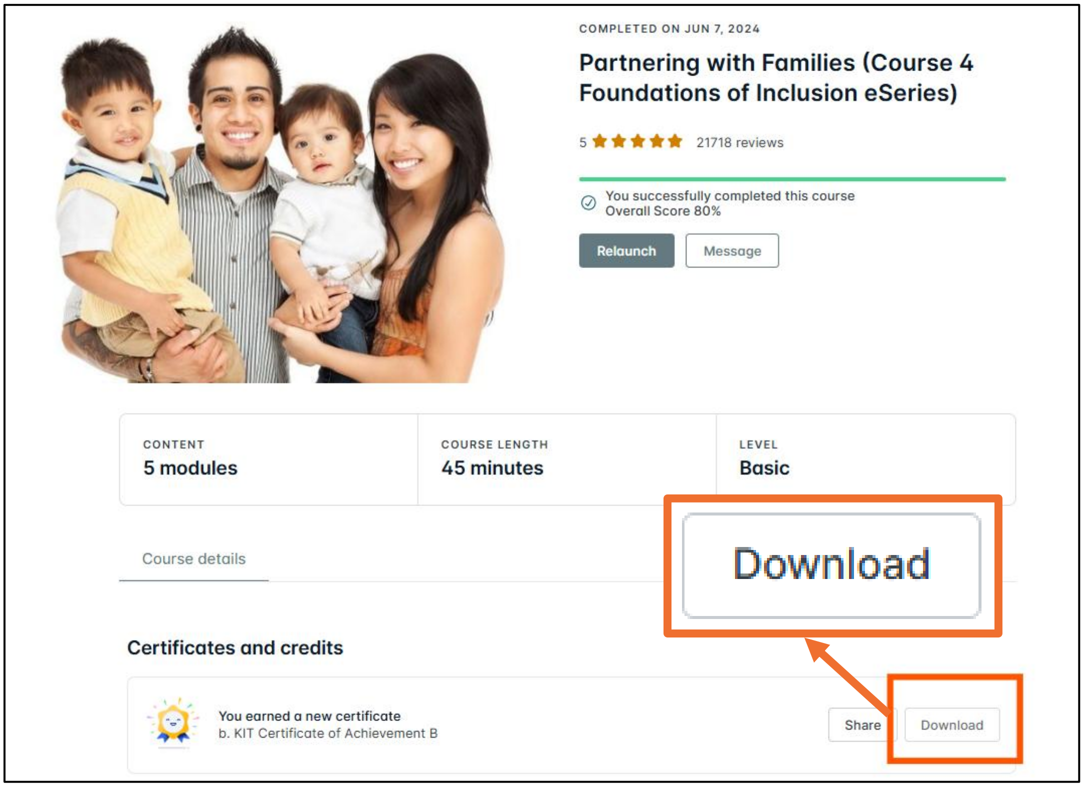
1. As a manager, you will need to navigate to your learner view by selecting the roundel with your initials in the top right and selecting **Switch to learner**. Non-manager users will not need to do that.
2. From the top navigation, select **My learning**.



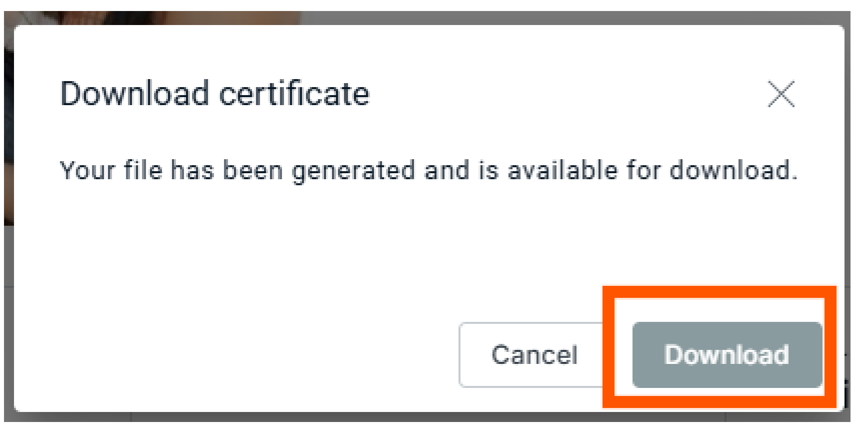
3. If you can see the course you need a certificate from, you can select it. If not, you can filter by status. Select the **Status** dropdown and select **Passed**.

4. Select the course you need.

5. On the course details page, scroll down to the **Certificates and credits** section and select **Download**.



6. The **Download certificate** dialog box pops up. Select **Download**.

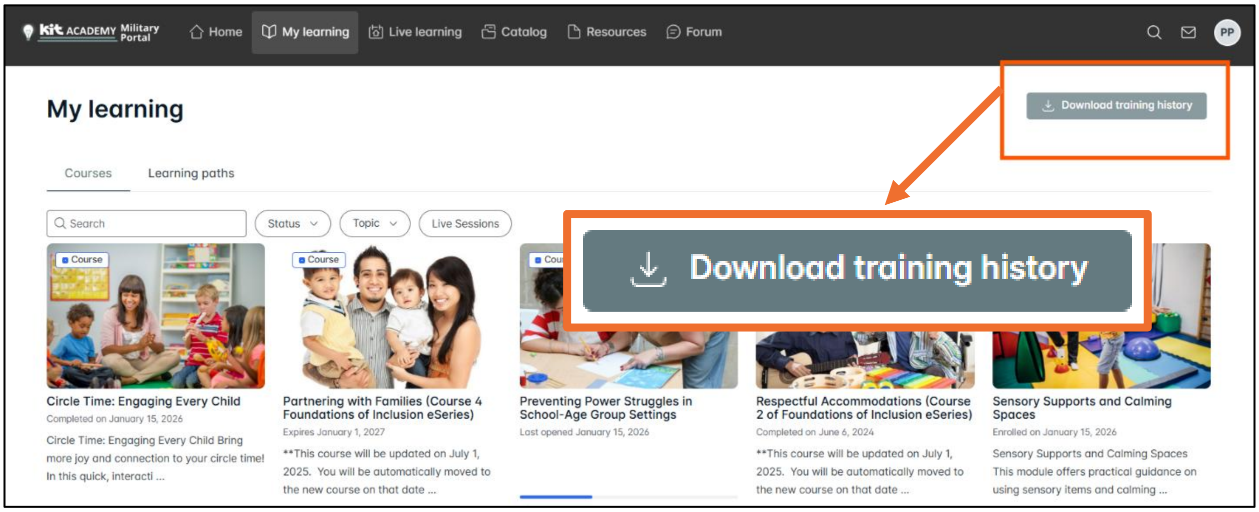


7. The PDF certificate immediately downloads and will appear in your download files. Certificates will include your name, the name of the course, the CEUs earned, and the date the course was completed. It will look something like this:

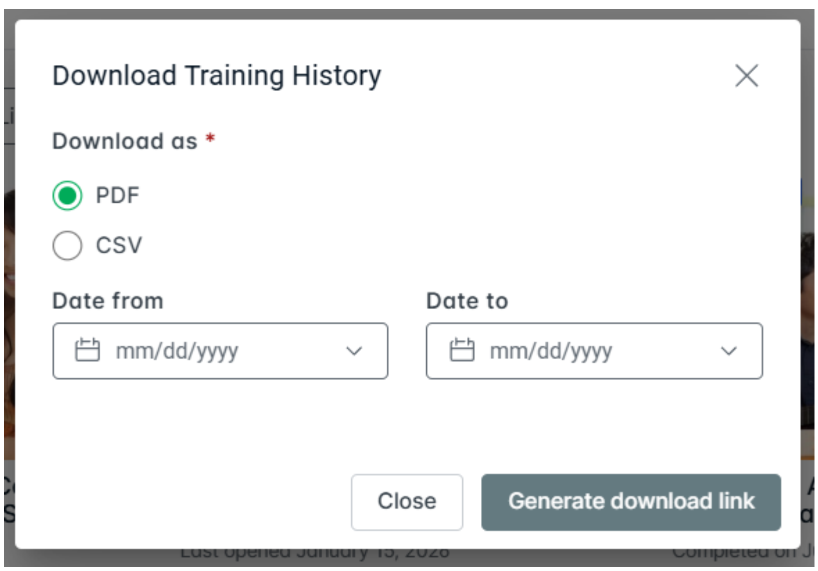
Downloading the Training History

1. As a manager, you will need to navigate to your learner view by selecting the roundel with your initials in the top right and selecting **Switch to learner**. Non-manager users will not need to do that.

2. Select the button in the top right labeled, **Download training history**.

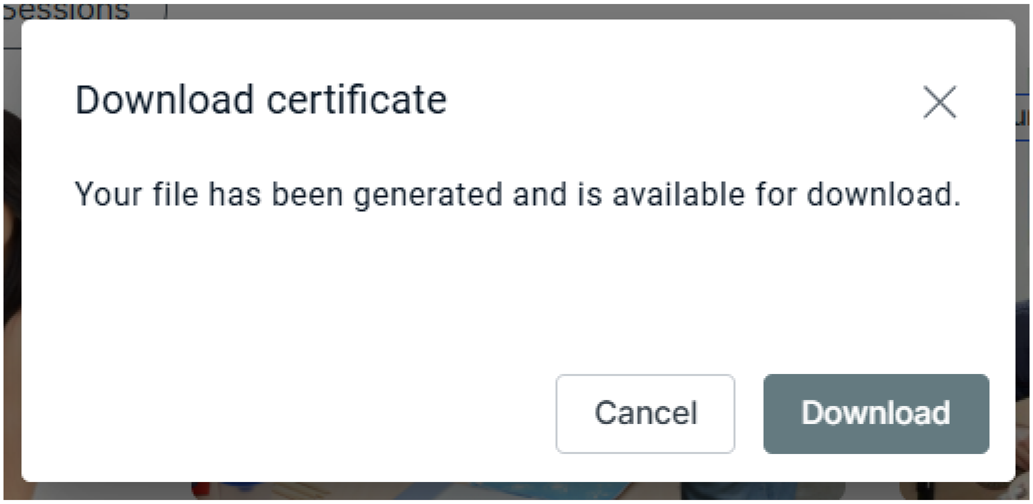


3. A dialog box will open that allows you to choose a CSV spreadsheet or a KIT-branded PDF and the date range you want. If you leave the dates blank, it will provide a transcript of all of your course history.



4. Select **Generate download link**.

5. Once the document is generated, a dialog box will appear. Select **Download**, and the document will download to your computer or device.



6. The first page of the Training History report will contain the titles, dates, and scores of all course you took. Scroll through the report and you will find a second table that provides information about the CEUs you've earned. It will look something like this:

Course Name	Status	Enrolled	Completed	Score	Pass/Fail
Partnering with Families (Course 4 Foundations of Inclusion eSeries)	Completed	10/27/2021	06/03/2022	100%	Passed
Infant/Toddler Series: Resources/Q&A	Completed	08/17/2021	05/27/2022	-	-
Unpacking Behavior: Is it expected, challenging, concerning or unsafe?	Completed	09/30/2021	05/04/2022	100%	Passed
Emotional Literacy for Infants and Toddlers	Completed	01/26/2022	05/04/2022	100%	Passed
Army CYS Behavior Support Implementation: How to Write a Behavior Support Plan	Completed	09/23/2021	04/20/2022	100%	Passed
Connect and Redirect: A Strategy to Support Behavior	Completed	11/29/2021	11/29/2021	100%	Passed
Army CYS Behavior Support Implementation: Introductory Module	Completed	11/29/2021	11/29/2021	100%	Passed

Certifications and Credits

[redacted]

Course/Learning Path	Awarded	Expires	Auto Recertified	CEU
Manager Permissions in KIT Academy (military portal) v.1	2023-12-06	-	-	-
Respectful Accommodations (Course 2 of Foundations of Inclusion eSeries) v.2	2023-11-15	-	-	0.1
The Value of Disability Inclusion (Course 1 in Foundations of Inclusion eSeries) - Formerly Introduction to Inclusion v.2	2023-11-15	-	-	0.1
Viewing Behavior as Communication (Course 3 of Foundations of Inclusion eSeries) - Formerly Supporting Positive Behavior v.4	2023-11-15	-	-	0.1
			Total Credits	0.3

Section 6: KIT Academy Knowledge Base and Submitting a Ticket

Answers to general navigation questions, the downloadable Manager Permissions Guide, and the place to submit a support ticket are located at: techsupport.kit.org

You will find the **Submit a Request** button in the upper right-hand corner.

In KIT Academy, please create accounts for your staff, enroll them in courses, and reset their passwords if they need them reset. However, if there is an error, a course issue, or something that you are not able to resolve, please Submit a Request to fill out the form for Technical Support (allow 24 hours for a response, however, it's usually much quicker) or email techsupport@kit.org.